



**“Por favor, para informacion en espanol llame al (305) 263-5406, Gracias.”**  
**“Sil vou ple, an creole, rele pou infomasyon numero (305) 263-5406, Merci.”**

**Dear Applicant:**

This package was prepared and sent to you in response to your request for an application for the Miami-Dade Transit Special Transportation Service (STS) which is our Americans with Disabilities Act (ADA) paratransit service. A copy of our "ADA Paratransit Application Form" is attached for your convenience. **Please read this letter and the enclosed material carefully before attempting to complete this application.** Information about your disability which you provide in the application will be kept strictly confidential.

Copies of this form are available in large print, Braille, and cassette upon request. If you have questions or need assistance completing this form, call MDT at:

**(305) 263-5406**

**(305) 263-5459 TTY/TDD**

"**ADA Paratransit**" service is a van/sedan shared-ride service, comparable to standard fixed route transportation (Metrobus/Metrorail/Metromover) services. This service is provided to individuals who, because of a functional disability, are prevented from using the fixed route transportation service. This might include not being able to get to or from bus stops, not being able to get on or off buses, or not being able to understand (due to a cognitive or developmental disability) how to ride and use the fixed route service. MDT has made a number of changes and improvements to the county fixed route public transportation system to make it more accessible to persons with disabilities. All Metrorail and Metromover stations have ramps and elevators and other accessibility features.

MDT will provide van/sedan shared-ride service to persons determined to be "ADA Paratransit Eligible" for those trips that cannot be made using the county fixed route transportation service. You may, for example, be able to use county bus service for some trips if there are no barriers which prevent you from getting to and from the bus stop. At other times, you might not be able to use the bus because it is not lift-equipped or there is a barrier which prevents access to the bus stop. ADA Paratransit van/sedan service is meant to assist you at these times.

There are two types of ADA Paratransit eligibility:

- o Unconditional - this eligibility is granted if your disability prevents you from using county fixed route transportation service for any trip that you might need to make.
- o Conditional - this eligibility is granted if you can use the county fixed route transportation service under certain circumstances, but need paratransit service for other trips.

To enable us to accurately determine your eligibility for this service, please complete the enclosed application form and be as thorough as possible. It is important that all sections of the application form are completed. **If any sections are left blank, the form will not be accepted.**

**Once the application is complete, you must call to schedule an in-person assessment as part of the ADA paratransit eligibility certification process. (See page ii for details)**

**Completed applications will be processed within 21 days of receipt. You will be notified by letter of your eligibility determination for ADA paratransit service. If you have not heard from us within 21 days, please call and we will provide you with paratransit services until your application is processed. Please note that in some instances, we may not be able to determine your eligibility without further information. In this case, we may request further documentation from your medical representative.**

If you are determined to be eligible for ADA paratransit service (either unconditionally or conditionally), an "STS Rider's Guide", which provides information about the service and how to use it will be sent to you along with an approval letter and a picture ID card.

If it is determined that you are able to use county fixed route transportation service and therefore are not eligible for paratransit service, we will notify you in writing of the reason(s) for this determination. An opportunity to appeal this decision in person will also be provided to you.

MDT's goal is to continue to work to provide reliable and accessible transportation to everyone who needs it. We have made a number of improvements to the county fixed route transportation system and offer many personalized services to assist individuals to use it.

### **INSTRUCTIONS FOR COMPLETING THIS FORM:**

The applicant (or an assistant) must complete PARTS I and II. A licensed physician must complete and sign the MEDICAL VERIFICATION PART III. Once you have this form completed and signed by your medical representative you must call the STS Certification Office at 263-5406 between 3:00 PM and 5:00 PM (Monday through Friday) to schedule an appointment for an in-person eligibility assessment. Be sure to bring this completed application on the day of your appointment, **DO NOT MAIL THIS APPLICATION**. In addition, please bring a letterhead or prescription form with the name and address of both the medical representative and the applicant.

If you have no other means of transportation, STS transportation will be provided to you to attend the in-person assesment. An STS fare ranging between \$2.50 and \$4.00 (based on direction of travel) will be charged each way for you and any companion attending with you.

If you are determined eligible for ADA paratransit service (either unconditionally or conditionally) at the time of your in-person assessment, you will be provided with an STS Rider's Guide and an I.D. card. An approval letter will be sent by mail at a later date.

Please note that in some instances, we may not be able to determine your eligibility without further information. It is recommended that you obtain, from your medical representative, objective medical documentation which can substantiate your medical condition(s) and provides insight to your functional abilities or limitations in using fixed route transportation system. The medical documentation, and your completed application must be brought with you to the in-person assesment; doing so will reduce the processing time. If medical documentation is not attached to the application or if determined necessary, we may request further documentation from your medical representative before a determination is made. You will receive notification by mail of our final determination.

**ALL QUESTIONS MUST BE ANSWERED. INCOMPLETE AND/OR UNSIGNED FORMS WILL NOT BE ACCEPTED AND MAY CAUSE A DELAY IN YOUR ELIGIBILITY DETERMINATION.**